GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:1500
ANSWERED ON:09.03.2017
Airlines Discounted Fare Scheme
Dhotre Shri Sanjay Shamrao;Singh Shri Satya Pal

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether the Government has unearthed any scam/fraud in the airlines' discount schemes during each of the last three years;

(b) if so, the details thereof, airlinewise and the reasons therefor;

(c) whether the Government has received complaints from the passengers availing benefits of such schemes for deficiency of services/frauds by the airlines during the said period;

(d) if so, the details thereof, airlinewise and the reasons therefor along with the action taken/being taken by the Government on such complaints;

(e) whether the Government has conducted any enquiry/study regarding feasibility of such schemes;

(f) if so, the details and outcome thereof and if not, the reasons therefor; and

(g) the corrective steps taken/being taken by the Government in this direction?

Answer

Minister of State in the Ministry of CIVIL AVIATION

(Shri Jayant Sinha)

(a)to (g): No such complaint substantiating the violation of statutory provisions of regulation have been reported to Directorate General of Civil Aviation (DGCA). However, in order to ensure transparency and aid the traveler make an informed choice, DGCA has issued Air Transport circular 02 of 2010 directing the airlines to upload fare sheet displaying fare offered across their network. Air Transport Circular 02 of 2016 requires carriers to disclose all fees for optional services that are on ?opt-in? basis through a prominent link on their homepage.